



Access to confidential Information: Guidance for service users

Service users have the right to see information contained in their files and to have reasonable access to these. Sometimes files contain information that is written or passed to us by a third party or notes may include references to other individuals. Where this is the case we must follow the guidance in the Data Protection Act and ensure that this type of information is not shared. This means that if you make a request to see your file it may take time to prepare and you will be asked to come back at a later date to see it.

Files cannot leave the building for security reasons. While you are reading your file your key worker or another worker will be with you.

What happens when you make a request to share confidential information?

While you are getting support at Oasis you will agree with your key worker who will have access to information that is written about you and the reasons for sharing this information.

There may be occasions where you would like information on your file shared with a third party who is not normally involved in your care. This might be to support your court case or to provide evidence to an employer or other agency. This may be while you are at Oasis or later, when you are no longer getting support from us.

Any request for information from your file must be made in writing to The Director or The Service Development Manager, including the reason for the request and an outline of what information is required. You will be contacted to advise you of the outcome of the request.

Please provide us with as much notice as possible when making requests for information

Requests made by third parties either on your behalf or without your knowledge

Sometimes we are contacted by other agencies who would like us to provide information about you. We follow very strict guidance which is contained in our data protection policy when considering any requests made. There are some exceptional circumstances in which we may decide that we have a legal duty to share information about you with a third party. These decisions will be recorded and explained to you however, there may be occasion when we are unable to contact you or when this would cause an adverse or dangerous situation as outlined in the policy.

